

Burland Broadband Project – FAQ's

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Question 1: Now that the Colorado Broadband Fund has awarded us the grant for bringing High Speed Internet to Burland – What are the steps?

Answer: The Colorado Broadband Fund has awarded South Park Telephone (SPT) a grant to help with the installation of broadband internet in Burland. This service will be delivered as Fiber to the Home (FTTH) with physical fiber cable being installed throughout the neighborhood and made available to every homeowner in the project area.

The grant process is as follows:

- **Grant Award:** The award is made to selected providers to provide high speed internet services to rural communities – **DONE**.
- **Appeals Process:** The award is subject to what they refer to as “First Right of Refusal” and an Appeals process before the final contract can be issued for the grant award.
 - First Right of Refusal allows any incumbent providers, in our area that would be CenturyLink, NETEO, Rise Broadband, the satellite providers and perhaps a few others.
 - These companies can challenge the award and provide a plan to deliver similar services within a year.
 - The Appeals process is for any company that challenges the grant for almost any purpose. This can be a challenge to the grant process, applications that were disqualified or mostly anything else.
 - The Appeals and First Right of Refusals must be submitted within 10 days of the award grant. The deadline for submitting these is end of day on April 10, 2021.
 - We are unaware of any planned submissions.
 - If there are any appeals, this must be reviewed by the board and either granted or denied.
 - Any appeals are responded to within the following 10 days by the grantor – in this case SPT.
 - The appeal and the response are reviewed at the next board meeting for final decision. The next Colorado Broadband Fund board meeting is in May 4th.
- **Contract Award:** Once the appeals process is completed, and the grant is finalized, the Colorado Broadband Fund will issue a contract with SPT for the project funding.
 - SPT has 60 days to accept the contract. We expect this will be completed once SPT can review the contractual terms and project requirements in the contract.
- **Construction Kick-Off:** SPT is shooting for a kick-off for starting the construction around July 15th.
 - SPT is already planning for this project with their engineering teams and contractors.
 - The required construction permits are being prepared and ready for the contract award process.

- **Construction Plan:** SPT is working to divide the project into probably 4 quadrants to make efficient progress. They will share the quadrants with us shortly so we will all know how this will be deployed.
 - The main line fiber will be installed as a ring with 1 line coming down Rosalie into Burland and the second line coming down Roland Drive.
 - SPT is considering the installation will be mostly buried fiber rather than using the IREA poles – of course this is subject to change.
 - Full project will be completed within 2 years.

Question 2: What are the details for the monthly service plans – cost, download and upload speeds?

Answer: SPT has several service packages that will be available once the installation process is completed. They are all based on download/upload speeds. South Park Telephone (SPT) is offering discounted prices to Burland based on the number of subscribers to their service. Discounts start at 650 subscribers and increase at 750 and 850 subscribers. Refer to the tables below for more details.

An installation fee of \$200 and execution of either a 3-year or a 5-year internet service agreement with SPT is required for this service.

Internet - Current Retail Pricing

Tier	Price
25 Meg Download / 25 Meg Upload	\$89.95
55 Meg Download / 55 Meg Upload	\$99.95
100 Meg Download / 100 Meg Upload	\$119.95
200 Meg Download / 200 Meg Upload	\$139.95
1000 Meg Download / 200 Meg Upload	\$239.95

Internet – Special BHOA Pricing / Month for 3-year contract

# Dwelling / Lots Committed	650	750	850 +
Discount from Current Retail Pricing	10%	15%	20%
Tier	Prices	Prices	Prices
25 Meg Download / 25 Meg Upload	\$80.95	\$76.45	\$71.96
55 Meg Download / 55 Meg Upload	\$89.95	\$84.95	\$79.95
100 Meg Download / 100 Meg Upload	\$107.95	\$101.95	\$95.95
200 Meg Download / 200 Meg Upload	\$125.95	\$118.95	\$111.95
1000 Meg Download / 200 Meg Upload	\$215.95	\$203.95	\$191.95

Internet – Special BHOA Pricing / Month for 5-year contract

# Dwelling / Lots Committed	650	750	850 +
Discount from Current Retail Pricing	15%	20%	25%
Tier	Prices	Prices	Prices
25 Meg Download / 25 Meg Upload	\$76.45	\$71.95	\$67.45
55 Meg Download / 55 Meg Upload	\$84.95	\$79.95	\$74.95
100 Meg Download / 100 Meg Upload	\$101.95	\$95.95	\$89.95
200 Meg Download / 200 Meg Upload	\$118.95	\$111.95	\$104.95
1000 Meg Download / 200 Meg Upload	\$203.95	\$191.95	\$179.95

Note: All SPT Internet tiers have NO DATA CAPS

Equipment

In most cases the fiber electronics are installed on the outside wall of the dwelling near the power meter, and then connected to a power supply within dwelling. SPT provides this equipment as part of the installation with no additional charge. The electronics include an internal modem; therefore, the customer may choose to connect via a wired or wireless connection from the outdoor electronics directly to their computer.

Most customers, however, prefer to install a wireless router within the dwelling. Customers may either provide their own router or lease a router from SPT @ \$12.95 month. The SPT router is recommended as it is compatible with the FTTH platform.

Question 3: How do I sign up for this service?

Answer: There are 2 ways to sign up for the service.

- Option 1: An installation fee of \$200 and execution of either a 3-year or a 5-year internet service agreement with SPT is required. Contact SPT @ 719.837.6400 and reserve your FiberStream installation.
- Option 2: Complete the Burland Homeowners Association Application Form and e-mail to spt@ghvalley.net and pay the \$200 install fee by credit card or mail the form along with \$200 to the following address.

Please Remit Form and Payment to:
South Park Telephone
PO Box 19048
Colorado City, CO 81019
Phone : 719.837.6400 / Fax 719.676.3135

An installation fee of \$200 and execution of either a 3-year or a 5-year internet service agreement with SPT is required.

Question 4: How much will the installation cost each property owner?

Answer: The installation cost for each property is \$200. The \$200 fee that you will pay with your form or when you contact SPT to sign up will be used to pay for this installation – so no additional out of pocket expense for the installation.

Should you choose to select optional services from SPT or have SPT do work inside your home to connect your devices will be subject to additional fees depending on your requirements.

Question 5: How many parcels must be part of the commitment to make this happen?

Answer: With the approval of the grant from the Colorado Broadband Fund, increasing the number of

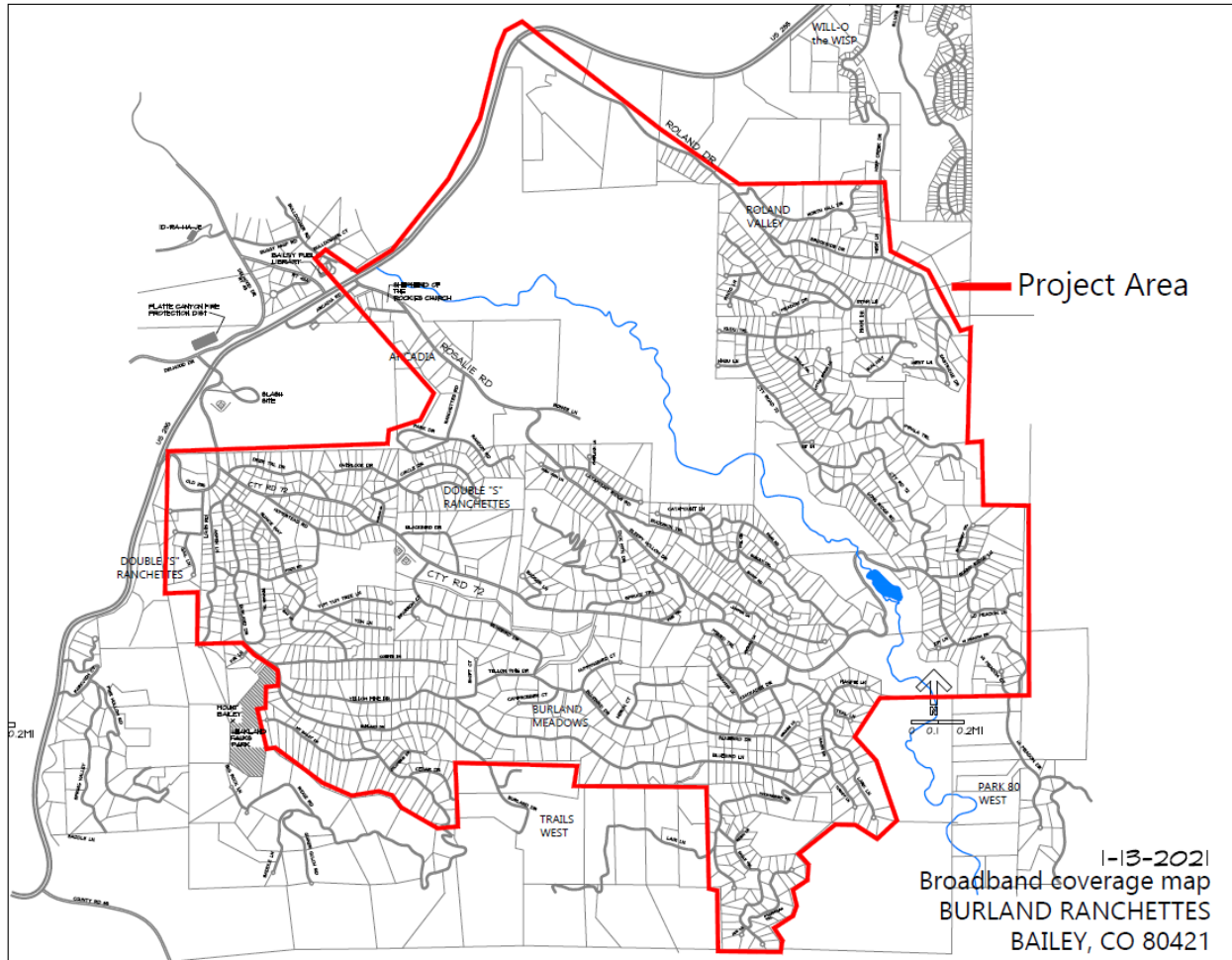
Question 6: Where can I find the Commitment Form for the broadband project?

Answer: The Commitment Form, the Proposed Pricing & Service Offerings and any additional information can be found on the Burland Fiber Project Website. Here is the link to the Website:

<https://www.burlandhomeowners.org/broadband>

Question 7: Which areas of Burland are included in the planned project for Broadband?

Answer: The planned project for bringing broadband to the Burland neighborhood and includes Burland Ranchettes, Burland Meadows, and portions of Trails West, Double “S” Ranchettes and Roland Valley. Here is the map of the planned broadband project area.



Question 8: My house is outside the current planned broadband area. Will I be included in this project?

Answer: Houses that are outside the planned broadband project area will need to be assessed by SPT on a case-by-case basis. The initial focus will be to deliver broadband to the current project area. SPT has committed to review properties outside the planned area for possible inclusion once the initial stage of installing the main lines has been completed. Please work with Keith Doubleday or Jim Glenn if you have a house outside the planned area and we will review that with SPT.

Question 9: I am only a part-time resident in Burland Ranchettes. Is there a way to have access for the months I am here?

Answer: Residents must sign up for a 3 or 5 year commitment as part of this project and must retain active service for the term of the agreement.

- Upon satisfying the initial agreement, residents may choose to disconnect their service during the off-season and reconnect upon their return; there is a \$50 activation fee to restore the service.
- Or a customer may choose to put the account on vacation at \$5 month with a \$10 fee to restore service upon their return to the dwelling.

- Currently, the majority of SPT's seasonal residents retain their connection year around to support their security and smart home devices.

Question 10: How will SPT install the Fiber broadband access?

Answer: SPT is working through the final engineering plans for this project. They are currently leaning towards using a buried cable approach rather than using the IREA power poles. This allows SPT to be in control of the project costs and future costs by eliminating IREA pole attachment fees in future years. It also allows SPT to have more control of the construction project as IREA might have to replace poles based on age or capacity, which could take time and possibly delay the project.

Question 11: Will adding broadband to my home increase my property value?

Answer: According to the Fiber to the Home Council, a recent study shows home values up 3.1% with access to fiber Internet. The full study can be found here: <https://www.fiberbroadband.org/blog/study-shows-home-values-up-3.1-with-access-to-fiber>

Question 12: Will the Fiber Broadband be able to offer telephone service as well as Internet?

Answer: Yes. South Park Telephone offers a digital telephone service using a Voice over Internet Protocol (VoIP) platform that is compatible with alarm and monitoring systems.

Customers may retain their current telephone number and transfer the same number to SPT. The voice service includes the following calling features: caller id, call waiting, voicemail, 3-way calling, call forwarding, busy call forward, and many more, plus:

- Unlimited local calling
- Unlimited domestic long distance
- 9-1-1 Emergency calling

A back-up battery, good for up to 8 hours of protection in the event of a power outage, is included in the initial installation at no charge. Customer may choose to purchase a larger battery from SPT at the time of installation, good for up to 24 hours protection, for \$149.95. In the event the initial battery fails, customers may purchase a replacement battery from SPT at the following rates:

- 8-hr battery and installation (including disposal of old battery) for \$75.00
- 8-hr battery only for \$40.00
- 24-hr battery and installation (including disposal of old battery) for \$175.00
- 24-hr battery only for \$149.95

Alternatively, customers may purchase their own battery from another source and arrange for installation themselves.

SPT's current retail price is \$46.95/month, on a monthly basis (no contract).

SPT's Special BHOA Price is \$35.95/month.

Question 13: Are there any data caps with the Internet plans from South Park telephone?

Answer: There are no data caps for the service.

Question 14: How many residents are there in Burland Ranchettes?

Answer: There are 1,387 parcels and 1,100 dwellings in Burland Ranchettes.

Question 15: Is there a fiber connection available in Bailey to connect with this project or does it need to be installed?

Answer: A Fiber connection was installed by Park County that terminates at the Bailey Library. This will be the connection point for this network build-out. Park County funded the installation of a fiber main line into Bailey. This line is called a carrier neutral line - meaning that any 3rd party can tap into this and provide local services. The Bailey Library, Park County offices and the Platte Canyon schools are active on this main fiber line today.

Question 16: Why is SPT the only option? Are they going to own the lines? Would a provider like CenturyLink be an option once the lines are installed?

Answer: There were about several companies that were contacted for broadband initiatives across the county, including CenturyLink, Neteo, and Rise Broadband. SPT was the only company interested to pursue this for Burland and has engaged actively in making this happen.

SPT will own the lines in the neighborhood that they install. Not sure if there are regulatory requirements to share the network or not.

CenturyLink specifically said they did not want to invest in an infrastructure build-out.

Question 17: What is the total cost for this project?

Answer: the total estimated cost to complete the installation of Fiber to the Home for every residence in Burland is approximately \$4,748,343.06. This is based on a detailed engineering study completed by SPT.

SPT will fund at least 40% of the cost of this project and will request a grant to fund at least half of the project. The costs for Burland residents is limited to the \$200 commit/installation fee and the monthly service subscription. Any additional costs to complete the project will be funded by SPT or additional grants.

Question 18: How will this be installed at my house?

Answer: The installation at each residence will be similar to the following drawing.

